

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION ☐ UNCLASSIFIED

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0231654	10. Budget Program Number		Agency Number	
2. Employee Name (leave blank if position vacant) Vacant		11. Present Class Title (if existing position) Program Consultant I				
3. Division Kansas City Region		12. Proposed Class Title Program Consultant I				
4. Section Prevention and Protection Services	For Use By	13. Allocation				
5. Unit Performance Improvement		14. Effective Date				
6. Location (address where employee works) City Lawrence, KC, or Overland Park County Douglas, Wyandotte or Johnson		15. By	Approved			
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %	Personnel	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM To: 5:00 AM/PM		Office	17. Audit Date: By: Date: By:			
						Position Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

Formerly this position functioned and was responsible for work inside the parameters and requirements of a Human Services Assistant. Loss and reduction of key support services staff dictated the need to delegate work which falls outside of the Human Services Assistant scope of work per the standardized expectations of the class. This position has been absorbing the responsibilities associated with Provider Agreements and Outcome Reconciliation for the Kansas City Region. This requires a more advanced skill set including and not limited to the ability to craft professional written communication, strong verbal skills, and collaboration with regional staff, contractors, statewide peers and community partners. It requires expertise in various program related areas, monitoring of the Region's Provider Agreements, representing the Region as point of contact for new and existing providers, collaborating with peer consultants across the state, annual research and assessment of information relating to placement facilities to make determination related to renewal of the agreement, extensive knowledge of our child tracking system, advanced skills in Excel spreadsheets, an understanding of discrepancies, explaining solutions, summarizing and documenting work and management of information tied to Federal Outcomes and Federal reporting indicators.

Across the state and in other regions, duties of the Provider Agreement Specialist and PPS Outcome Reconciliation are managed by Program Consultants.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
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Jennifer Bretsnyder	Performance Improvement Supervisor	
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Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
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Jennifer Bretsnyder	Performance Improvement Supervisor	
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20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position works independently with little supervision; Uses self-guided techniques, skills and Agency knowledge in decision making. This position relies on the supervisor for validation, evaluation and final approval in some cases. This position uses program policy to guide daily activities and receives direction from supervisor

related to process development and special programs. Statewide mandatory responsibilities are assigned by supervisor and based on area of program expertise.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	
1 – 40	E	<p>In addition to the tasks identified in Section 21 of the position description, the incumbent is expected to demonstrate a commitment to customer service and program communication. The incumbent will participate fully in program communication team activities and work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.</p> <p><u>Regional Provider Agreement Administration</u> Administers, Composes, Disperses, and Monitors Provider Agreements. This includes coordinating technical and administrative documentation/reports, obtaining feedback from staff, and visiting providers on site to identify trends, measure compliance, and evaluate performance outcomes. Reviews consumer plans and/or provider agreements to determine whether or not services are being delivered and used appropriately. Investigates discrepancies and determines appropriate actions based on established guidelines. Develops, initiates, and monitors provider corrective action plans and terminates providers for non-compliance. Consumer and provider payments are reviewed for accuracy and timeliness using established guidelines; collaborates with other agency staff in the investigation, determination and collection of overpayment or resolution of underpayment. Provides Technical Assistance and Public Relations to staff, prospective es, providers and consumers by negotiating agreements, interpreting policies and service delivery procedures, resolving complex conflicts, reviewing or assisting in locating resources to meet agency, provider and consumer needs. Researches, analyzes and evaluates provider compliance issues using monitoring procedures to determine if a problem exists and/or can be resolved. Plans and implements a problem resolution strategy, which may include, but is not limited: conciliation process, mediation or negotiation, agreement denial, modification of plan or services, and contract closure. Coordinates and collaborates compliance issues with PPS Administrative staff, DCF Administrative staff, Provider Administrative staff, supervisor and Assistant Regional Director for Supports Services. Work requires significant coordination with other regions through written communication and shared automated programs. Work is reviewed and monitored by supervisor.</p>
2 - 20	E	<p><u>Systems Access and Compliance Contact</u> Serves as point of contact for PPS staff in securing access to all PPS Program systems. Reviews application to ensure security requirements are met and provides professional feedback to those requesting access to bring application/requests into compliance. Uses existing approval systems to make requests and notifies through written communication of access requests awaiting upper levels of approval. Manages and maintains knowledge of position profiles to expedite future requests. Acts as an expert in in this role to facilitate and troubleshoot problem areas within the process or request. Serves as a liaison between the Region and DCF Administrative staff in facilitating access for PPS employees in the Region. Work is assigned by staff within the region on an as needed basis. Response and outcome monitored by supervisor.</p>
3 - 20	E	<p><u>PPS Outcome Reconciliation</u> Serves as Region's Provider Outcome Specialist. Communicates monthly with service providers and entry staff to ensure the integrity of the child tracking system is maintained and outcomes tied to Federal reporting and practice standards are accurate and complete. Maintains expert level knowledge of the child tracking system, Federal and State Outcomes and contractor information and reporting systems and processes. Works with system entry staff to facilitate corrections. Participates and provides process improvement recommendations designed to increase day to day accuracy of information flow to and from the child tracking system. Reviews and reconciles reports using a statewide shared website where they are posted. Submits recommendations for corrections to statewide posted outcome reports. Works with all PPS programs which have outcomes tied to the work they do. Work is reviewed by contractor and DCF Administrative staff. Task is monitored by the supervisor.</p>
4 – 10	M	<p><u>Administrative Support</u> Serves as back-up in emergencies to supervisory units within the Support Services umbrella. Work includes but is not limited to providing assistance to the Performance Improvement Team, Eligibility and Payment Unit and the Region's FACTS Team. Acts as floater for various responsibilities within these teams. Work is assigned and reviewed by supervisor.</p>
5 - 10	M	<p><u>Other Duties</u> Serves as support to Support Services Administrator. Completes projects, case reviews and tasks as assigned. Work monitored by supervisor.</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
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N/A

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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to monitor for and correct quality and performance issues could result in potentially threatening the safety of children in State's custody.
Failure to be responsive to customer concerns and requests could affect public perception and negatively impact the agency.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contact with line staff, supervisory and management staff, officials with contract agencies, other regions, DCF Administration, community leaders, and the general public occurs daily and is constant due to the responsibility for service delivery and operations of all programs. Communication is verbal, written and includes in person, telephone and email to provide information regarding programs, policies, and procedures to insure uniform and accurate service delivery. This contact may involve individual or group presentations related to the programs served.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Normal office duty. Stress involved in planning and implementing change across a large and diverse service area. This employee may deal with angry or hostile people and stress due to conflict and problem resolution.

The pressure and stress of a high level of responsibility and accountability exists with this position. The overall administrative and program responsibilities involve stress on a daily basis. This employee must deal with angry and hostile individuals and upon occasion, physical harm may be threatened or attempted by hostile, angry and upset customers. The potential for legal liability exist. This position requires travel throughout the five counties within the Kansas City Region DCF, with occasional travel outside the Region for program related conferences and meetings.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Fax, mainframe and personal computer, telephone daily. The position may require the use of private or state owned vehicles in traveling to meet with providers, customers in the five county Region or in other parts of the state.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

Education or Training - special or professional

Licenses, certificates and registrations

Special knowledge, skills and abilities

Must have strong working knowledge of the Family and Child Tracking System. Must have strong analytical skills. Must have advanced written and verbal communication skills. Must have advanced skills in available software, specifically WORD, Excel, and ACCESS.

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or

Date

Appointing Authority